

# Inspectional Services

City of Newton Performance Management  
October 2011 Scorecard



## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting the target  
Red = actual value more than 10% away from meeting the target



## Trend Key

Up = actual value has gone up since last reporting period  
Right = actual value has stayed the same since last reporting period  
Down = actual value has gone down since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
<b>1. Enforce all applicable state and local codes and ordinances</b>					
	↓	% of complaints resolved within 30 days	64	50	14
<b>2. Inspect new and old structures quickly and effectively (Building, Gas, Plumbing, Electric)</b>					
	→	% R-2, A, E, Lic. Inspections done on schedule	100	100	0
<b>3. Issue permits in a timely manner</b>					
	↓	% of Building Permits issued in 24 hours of request	82	85	3
	↑	% of Plumbing/Gas Permits issued in 24 hours of request	99.5	98	1.5
	↓	% of Eletrical Permits issued in 24 hours of request	99.5	98	1.5

## Notes

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